

MiScorecard Performance Summary

Agency: Office of Financial & Insurance Regulation
 Commissioner Kevin Clinton
 Period: 2nd Quarter - FY '12
SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Office of Financial & Insurance Regulation							
Bank and Trust	Yellow	↑	100%	88.5%	86.4%	Quarterly	Examination Frequency
Complaint Handling	Green	↑	95%	97.7%	96.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days
Credit Union	Green	↑	100%	92.9%	89.7%	Quarterly	Examination Frequency
Insurance Company Exams	Green	→	100%	100.0%	100.0%	Quarterly	Percent Compliance with Time Standard
Health Plan Appeals	Red	↑	95%	48.2%	44.0%	Quarterly	Percent Compliance with Time Standard